

## How to Join the Blue Team

Thank you for your interest in Fastenal Company!

Before you can be considered for employment with Fastenal you must first complete the online application and assessment required for the position for which you are applying. The information gathered during the application and assessment will help us properly assess your fit for the position.

## Testing Tips

- Disable pop-up blockers before beginning the assessment
- When provided to you, write down your session ID number
- **Allow 60-90 MINUTES of UNINTERRUPTED time to complete**
- Complete the assessment in an area that is relatively quiet and free from distractions
- If you have technical difficulties you may call technical support at 1-800-966-0943

## Frequently Asked Questions

**Q.** I have applied for a position at Fastenal in the past. Will I have to apply and complete the assessment again for a different opportunity?

**A.** Yes, you will have to apply for the position, providing your application information. Assessment scores stay on file for six months (180 days). If the job opportunity utilizes the same assessment and is within the six month time frame, your score will transfer and you will not have to retest. If so, you will receive a notification explaining that you have already completed it and click log out. If the job opportunity utilizes a different assessment you will be prompted to begin the test. For specific questions, you can email [hreeoaa@fastenal.com](mailto:hreeoaa@fastenal.com) to assist you. Be sure to include your name, phone number, and the position title and location you wish to apply for, along with your inquiry.

**Q.** I no longer use my email that I created during account registration. How can I update the email address associated with my account?

**A.** In order to change the email address associated with your account, please contact SHL Technical Support at 1-800-966-0943 or [HelpdeskUS@shl.com](mailto:HelpdeskUS@shl.com) to assist you.

**Q.** My first or last name has changed since account registration. How can I update the name associated with my account?

**A.** In order to change the first or last name associated with your account, please contact SHL Technical Support at 1-800-966-0943 or [HelpdeskUS@shl.com](mailto:HelpdeskUS@shl.com) to assist you.

**Q.** I don't remember my user name and/or password. How can I retrieve my account information?

**A.** When you reach the log in screen, by entering either your user name or password and clicking *forgot username* or *password* hyperlinks, your login credentials will be sent to the email address provided during account registration.

If you do not remember your user name or password, you may call SHL Technical Support at 1-800-966-0943 or [HelpdeskUS@shl.com](mailto:HelpdeskUS@shl.com) to assist you.

**Q.** I am trying to register to apply for a position, but am receiving a notification that the reference code (Month/Day/Phone Number) has already been used.

**A.** This typically means that you have registered to test for Fastenal in the past. Fastenal's application system is designed for candidates to create one account. In order for you to apply for a position, you will need to obtain your user name and password associated with the account you created during initial registration. If you know your user name and password, click the Cancel button and log in. To obtain your login credentials, please contact SHL Technical Support at 1-800-966-0943 or [HelpdeskUS@shl.com](mailto:HelpdeskUS@shl.com) to assist you.

**Q.** How can I turn off my pop-up blocker?

**A.** The assessment tests run in a separate pop-up window. Pop-up blockers on your computer can prevent the test window from opening. Please contact SHL Technical Support at 1-800-966-0943 or [HelpdeskUS@shl.com](mailto:HelpdeskUS@shl.com) to assist you.

**Q.** Can I upload my resume?

**A.** Unfortunately, at this time the application system does not support the ability to upload a resume. Simply copy and paste the information from your resume to the fields provided in our online application.

**Q.** I experienced technical issues during the assessment test. (My screen froze/I was kicked out, etc.) What should I do?

**A.** The best solution is to contact SHL Technical Support at 1-800-966-0943 or [HelpdeskUS@shl.com](mailto:HelpdeskUS@shl.com) to assist you if you experience technical issues.

If you are unable to reach SHL Technical Support, it is advisable to follow the steps below.

1. Close all open browser windows by clicking the small x in the top right corner of each open browser window.
2. When you logged in to apply for the position, an email was sent to you at that time with a link that can take you back into the session if you become interrupted or lose connection. Click the link you were emailed to resume your session.
3. On the login page, in the returning users section, enter your user name and password information and click log in. Or if you wrote it down, you may enter your Session ID number into the bottom field (leaving all other fields blank).

**IMPORTANT:** Follow the prompts until you are back in your test. As you follow the prompts, it may feel like you're starting over, but once you start the test, you will be taken back to where you last were.

**Q.** I would like to edit/add information on my application. Can I re-enter my completed session?

**A.** No. Once completed, the system will not allow a user to log back into the application or assessment.

**Q.** Can I obtain my assessment score?

**A.** Fastenal does not disclose candidates' assessment scores. If you want to find out whether you completed the test successfully, you can email [hreeoaa@fastenal.com](mailto:hreeoaa@fastenal.com). Be sure to include your name, phone number, and the position title and location you applied for, along with your inquiry.